

TITLE GUARANTY OF HAWAII

INCORPORATED

235 QUEEN STREET • P.O. BOX 3084 • HONOLULU, HAWAII 96802 • TELEPHONE 533-8261

May 21, 1999

Mr. Lester M. Nakamura, Administrator
Information and Communication Services Division
Department of Accounting and General Services
1151 Punchbowl Street, Room B10
Honolulu, HI 96813

SUBJECT: Proposal/Transmittal Letter

Dear Mr. Nakamura:

The undersigned has carefully read and understands RFP No. ICS-FY-99-52 and hereby proposes, if selected, to furnish and deliver all items stated in this Proposal.

Any general questions which the Information and Communication Services Division or the State of Hawaii may have regarding this proposal should be directed to:

Mr. Michael A. Pietsch
President
Title Guaranty of Hawaii, Inc.
235 Queen Street
Honolulu, Hawaii 96813
Telephone: 521-0259
Facsimile : 532-3160

Questions of a technical nature may be directed to:

Ms. Debra Pyrek
Vice President
Title Guaranty of Hawaii, Inc.
235 Queen Street
Honolulu, Hawaii 96813
Telephone: 533-5824
Facsimile: 532-3141

The undersigned further understands and agrees that:

1. All addenda to this RFP have been received (3) and are understood.
2. The undersigned is a corporation which is registered with the Business Registration Division of the State of Hawaii Department of Commerce and Consumer Affairs to do business in the State of Hawaii; and has a State of Hawaii General Excise Tax License.
3. Per instructions, a statement from our proposed subcontractor is appended to the Transmittal Letter.

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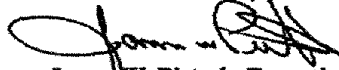
May 21, 1999

4. It is understood that the State of Hawaii reserves the right to reject any and all Proposals and to waive any defects, when in the State's opinion, such rejection and waiver may be made in the best interest of the State.
5. By submitting this proposal, the undersigned is declaring that the proposal is not in violation of Section 84-15, Hawaii Revised Statutes, concerning prohibited State contracts and that the undersigned is certifying that this proposal was arrived independently, without consultation, communication, or agreement with any other Offeror or competitor. No attempt was made or will be made by the undersigned to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
6. If awarded the Contract, any services performed must be performed in accordance with Section 103D, Hawaii Revised Statutes.
7. This proposal contains assumptions and constraints which have not been approved in advance by the State of Hawaii.
8. The undersigned acknowledges that the entire RFP has been read and understood and agrees to be bound by its terms and conditions.
9. Per instructions, the undersigned affirms that the proposal and prices in the proposal are firm and shall remain so throughout the contract period.

Respectfully Submitted,


Michael A. Pietsch, President

Date: 5/21/99


James W. Pietsch, Executive Vice President
Title Guaranty of Hawaii, Inc.
235 Queen Street
Honolulu, HI 96813

Date: 5/21/99

Hawaii General Excise Tax No.: 10005663

Type of Organization:

Individual
Joint Venture
Partnership
Corporation

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☐
☐
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Federal ID No. 99-0105031

State of Incorporation:

Hawaii
Other

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Attachments

I hereby certify that at a meeting of the Board of Directors of TITLE GUARANTY OF HAWAII, INC., a Hawaii corporation, held on May 12, 1999, the following resolution was adopted:

"RESOLVED, that any two of the President, Executive Vice Presidents and Secretary be, and they hereby are, fully authorized and empowered to execute any and all documents necessary to enter into a contract with the State of Hawaii, Department of Accounting and General Services, Information and Communication Services Division, in connection with the State's implementation of a replacement Land Court and regular automated tracking system (RFP No. ICS-FY-99-052, as amended by Addendum 1)."

DATED: Honolulu, Hawaii; May 12, 1999.



Lois Kawano
Assistant Secretary

400476

J.W. LOO & ASSOCIATES
Management Consultants

Post Office Box 22205
Honolulu, Hawaii 96823
Telephone: (808) 528-7176
Fax: (808) 523-8543
Email: jwla@aolha.net

May 20, 1999

Mr. Lester M. Nakamura, Administrator
Information and Communication Services Division
Department of Accounting and General Services
1151 Punchbowl Street, Room B10
Honolulu, HI 96813

SUBJECT: Subcontractor's Statement

Dear Mr. Nakamura:

This is to inform you that J.W. Loo & Associates has reviewed the requirements as set for in *Request for Proposals (ICS-FY-99-052) To Replace the Land Court System and Regular Automated Tracking System for the Department of Land and Natural Resources, Bureau of Conveyances*. Based on our understanding of those requirements, it is our intent to enter into a subcontract arrangement with Title Guaranty of Hawaii, Incorporation (TG) to perform project management and technical support services as specified in the proposal to implement Part 2 Project tasks.

Jeffrey W. Loo dba J.W. Loo & Associates is a sole proprietorship registered to do business in the State of Hawaii. Our agreement to perform the above services as a subcontractor to TG is willingly given.

Should you have any questions in this matter, please do not hesitate to call at 528-7176.

Yours very truly,



Jeffrey W. Loo, Principal
J.W. Loo & Associates

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APPENDIX G

ADDENDUM LOG

The following Addenda have been issued:

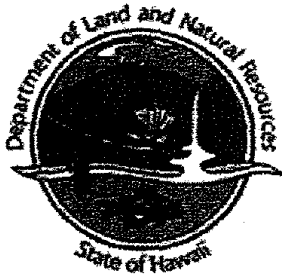
<u>Addendum-id</u>	<u>Addendum Title</u>	<u>Issue Date</u>
Addendum 1	Clarifications, Reply to Offeror's Written Inquiries	May 5, 1999
Addendum 2	Reply to Offeror's Additional Written Inquiries	May 12, 1999
Addendum 3	Change to Significant Dates And Reply to (more) Offeror's Written Inquiries	May 19, 1999

End-of-log-entries.

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Title Guaranty of Hawaii



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DLNR

Bureau of Conveyances

*A Proposal To Replace the Land Court
System and Regular Automated Tracking
System for the Department of Land and
Natural Resources, Bureau of
Conveyances*

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May 28, 1999

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SECTION I, PROPOSAL AND TRANSMITTAL LETTERS

Per the instructions contained in RFP ICS-FY-99-052, Section 2.9.2, Offeror's Letter, a copy of the Transmittal/Offeror's Letter and the Subcontractor's Statement are included in this section.

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SECTION II, EXECUTIVE SUMMARY

Title Guaranty of Hawaii, Incorporation (TG) is pleased to have the opportunity to offer its response to *Request for Proposals (ICS-FY-99-052) To Replace the Land Court System and Regular Automated Tracking System for the Department of Land and Natural Resources, Bureau of Conveyances*. Per the specifications contained in the Request for Proposal (RFP), it is our intent to propose our services to perform the Part 2 project tasks. We believe our proposed approach to performing the Part 2 project tasks and to deliver the ten-year span of recorded document images meets and significantly exceeds the Bureau of Conveyance (BOC) requirements as set forth in the RFP.

Our proposed approach offers significant benefits to the BOC since it will use TG's already digitized recorded document images as the basis for image files delivered to the BOC. As such, we believe we will be able to deliver recorded document images to the BOC in less time and for less cost than other prospective Offerors.

Based on our proposed work plan, we believe that we will be able to deliver the ten-year span of documents to the BOC by the scheduled end of the first project phase on March 31, 2000. And since we have already completed the labor intensive document conversion process, we will be able to focus on critical quality review tasks to ensure that recorded document images delivered to the BOC are of acceptable quality.

Finally, all of our proposed work will be performed in Hawaii by TG staff, so the BOC can be assured of local control of the project. Should any problems arise during the project and during the post conversion period, TG will be able to quickly and conveniently respond.

Our proposed approach includes the use of a dedicated, high-speed network link to transmit finished recorded document image batches to the BOC. In addition to simplifying the operational processes related to migrating such a high volume of large document image files, the BOC to TG network link offers the BOC the opportunity to acquire use of finished document images long before the BCIS and associated image storage components are implemented.

In addition to our response to perform Part 2 project tasks as specified in the RFP, our proposal also contains two outsourcing alternatives that we encourage BOC management to give serious consideration.

The *Recorded Document Image Repository, Alternative One* provides for a relatively low-cost outsource arrangement that delivers to the BOC fast access to recorded document images stored at TG. With Alternative One, the BOC would be able to redeploy a significant portion of the funds allocated for acquiring the ten-year span of recorded document and to use those funds for higher value BOC projects.

The *New Recorded Document Images, Alternative Two* provides for a low-cost outsource arrangement that delivers to the BOC an efficient document capture capability for new recorded documents. With Alternative Two, the BOC would be able to refocus its resources from implementing relatively low value document capture systems and to enhance its BCIS implementation in areas that deliver real value to BOC customers.

A description of both these two alternatives is provided in Section III, Alternatives.

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TG believes that its extensive experience in the real property title industry, its experience with performing comparable document conversion projects, and its long working relationship with the BOC makes us the ideal candidate to performing the BOC Part 2 project tasks. We are a long established Hawaii company with the capability to provide the BOC with locally based services throughout the duration of this project.

We look forward to your favorable consideration of our proposal.

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SECTION III, PROJECT APPROACH, WORKPLAN AND SCHEDULE

Project Approach

This section describes TG's proposed approach for performing *Part 2 Tasks for the Replacement Land Court and Regular Automated Tracking System Project*.

Background

The Department of Land and Natural Resources, Bureau of Conveyances (BOC) is the only state in the nation with a single state-wide recording office for real property transactions. Among its responsibilities, the BOC:

- Examines, records, indexes, and microfilms over 344,000 Regular System and Land Court documents and maps annually.
- Issues Land Court Certificates of Title.
- Certifies copies of matters of record.
- Researches UCC requests.

While stated simply, these operations are complex and leave extremely small margin for error. As a consequence, the BOC has identified computers and their associated electronic devices as critical support tools necessary for staff to perform their jobs efficiently.

The BOC currently utilizes two systems: The Regular System, a partially automated system with only the index automated, and the Land Court System (LCATS) which is fully automated. Both systems and processes are similar and include many of the same document processing requirements. The Land Court System does include additional document verification steps not required in the Regular System.

At present, the BOC has seventeen (17) personal computers that it uses in its Land Court System. These computers are standalone 350 MHz, 64-Mb memory units.

Project Objectives

The project objectives, as stated in *Request for Proposals (ICS-FY-99-052) To Replace the Land Court System and Regular Automated Tracking System for the Department of Land and Natural Resources, Bureau of Conveyances*, are to develop and implement a replacement Land Court and Regular Automated Tracking System for the State of Hawaii. The replacement system, hereafter referred to as the Bureau of Conveyances Integrated System (BCIS), shall be a turnkey or fully functioning and efficiently operating system with the following features:

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- Retain all of the current functions and facilities provided by the Land Court and Regular Systems.
- Retain the current ability to permit remote access by current LCATS subscribers.
- Retain the current look and feel of LCATS to minimize the operational impact of BCIS on the BOC.
- Integrate the BCIS into BOC operations without disruption to staff and customers, maintain zero data loss or reentry and minimize the complexity of data conversion to ensure data migration accuracy.
- Permit access from any Neighbor Island.
- Enable the BOC to electronically store and retrieve images of documents recorded and provide for the option to extend retrieval of these images from any Neighbor Island at a later date.
- Convert microfilmed images of documents to a format and media compatible with the new BCIS.

In addition, the completed BCIS shall have the following characteristics:

- *Efficient.* The BCIS should be designed to fit the workflow and volume of the BOC, with reasonable room for expansion.
- *Economically feasible.* The BCIS should be implemented within the State's financial, operating, economic, and technological constraints.
- *Functional.* The BCIS should be designed with techniques and technology proven to work at similar installations to the BOC.
- *Manageable and user friendly.* The BCIS allows all BOC personnel, with reasonable training, to easily and fully utilize the system.
- *Accessible, yet secure.* The BCIS addresses physical and system access security concerns at all sites and centers. It is equipped with built-in security to protect the integrity of programs and systems that require limitations on access. It allows reasonable access to those who need it.
- *Safe.* The BCIS must provide for reliable access to information stored on its hardware and the maximum amount of time the data is available to the Bureau.
- *Accurate.* The BCIS must ensure that data stored is accurate and incorporates all data elements present in the LCATS and General Index systems.

Scope of Work

Based upon the information provided in the Request For Proposal (RFP), we understand that the BOC desires to engage the services of a qualified consultant to assist to design, develop and implement a system to enhance the current Land Court and Regular automated tracking systems operated by the Bureau.

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The tasks included in this engagement are as specified in the RFP, Section 3.10. They are summarized as follows:

- Task 1. Establish BOC network.
- Task 2. Validate the BCIS requirements.
- Task 3. Install Database/Application server hardware and software.
- Task 4. Implement imaging capability on the BOC Network.
- Task 5. Implement imaging capability to the BCIS application.
- Task 6. Enable remote access to text data.
- Task 7. Enable remote access to image data.
- Task 8. Enable public access to text data.
- Task 9. Enable public access to image data.
- Task 10. Remediate data.
- Task 11. Perform GIS requirements study.
- Task 12. Load back microfilm images.

As stated in the RFP, the tasks are grouped into two independent parts. The first part consists of Tasks 1 -Task 11. The second part consists of Task 12.

Based upon the information provided in the RFP, it is our understanding that Offerors have the option to submit proposals for both parts or only one part. It is the intent of Title Guaranty of Hawaii, Incorporated (TG) to propose the services associated with Part 2 (Task 12, Load Back Microfilm Images).

Approach

Based on our understanding of the BOC, the information provided in the RFP and our discussions with BOC staff, we have developed an approach that performs the proposed Part 2 Tasks in a manner that is directly responsive to the specified scope of services for that part.

Our proposed approach to performing the Part 2 Tasks offers the following distinguishing attributes:

- ***Meets and exceeds the specified BOC RFP requirements.*** TG's proposal provides for the delivery of approximately two million Land Court and Regular System recorded document images in standard TIFF format, as specified in the RFP specifications. It also provides a document index database containing the document record number and TIFF file name for each document. The database will be delivered in a format that can be exported to any ANSI standard SQL database selected by BOC.

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- ***Provides most cost-effective solution for the BOC.*** TG's proposal assumes use of already digitized recorded document images contained in its corporate image repository. As a result, our approach does not include primary document conversion activities and we are able to pass the cost savings on to the BOC.
- ***Provides BOC with high quality document images in a short amount of time.*** In large microfilm conversion projects such as the BOC project, it is not uncommon for image quality to be uneven due to the high volume of frames that must be processed. Our approach provides for a quality review of recorded document delivered to the BOC.

And since we will start with already digitized recorded document images, we will be able to deliver finished document images to the BOC in a relatively short time period. We estimate that we will be able to deliver the ten years of document images to the BOC by the stipulated end of the first project phase on March 31, 2000

- ***Provides BOC with near term access to finished recorded document images.*** Our approach includes the installation of a dedicated network link for transmission of finished recorded document images to the BOC. With this link, TG will be able to transmit to the BOC document image batches as soon as they have been quality reviewed. And the batches will be incremental, thus facilitating the mass migration process.
- ***Provides BOC with the opportunity to earn revenue from the recorded documents even before the BCIS is installed.*** TG will make a browser based image viewer application available to the BOC so that it can use the network link to immediately access recorded document images stored on the TG recorded document image transfer repository. This application supports the capability to retrieve, display and print images stored in the repository.
- ***Provides a safe alternative to transporting BOC microfilm to a remote site.*** TG has both digitized and microfilm copies of the recorded documents that are to be delivered to the BOC. TG will not have to utilize source recorded documents or microfilm from the BOC. As a result, the BOC will be able to minimize its risks related to loss, damage, or unauthorized duplication to its recorded document microfilm during transport to and use at a remote vendor site.
- ***Provides local support capabilities to BOC to resolve post conversion issues.*** Since TG is a locally based company, we will be able to easily address and resolve potential issues that may arise during the post image conversion and loading period. Should there be problems with the quality of delivered document images, TG will be able to easily resolve them here without need to resend source documents to a remote location for rescans.
- ***Minimizes operational impacts to the BOC.*** Since TG will not require use of BOC microfilm records, the BOC can be assured that it has full access to these records for copying purposes throughout the project period. Additional, the BOC will be able to eliminate the need to create additional operational steps related to tracking microfilm reels loaned to the Part 2 Project vendor.

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Work Plan

This section describes TG's proposed work plan for performing *Part 2 Tasks for the Replacement Land Court and Regular Automated Tracking System Project*.

Perform Project Management

This is the logical first phase of the project. The BOC Project Manager and TG Project Leader are responsible for organizing the project team and finalizing the detailed project work plan.

The detailed project work plan will identify project tasks, assigned resources, project milestones, deliverables, and deliverable submittal dates. It will also include tasks to address defined integration issues to ensure that Part 1 and Part 2 tasks are executed as proposed and to ensure that there is adequate coordination between TG and the selected Part 1 vendor.

Project management tasks are also included in this project phase. To ensure that the BOC is continuously involved in the project and that the project is completed as mutually agreed, regular bi-weekly status meetings with the BOC Project Manager will be scheduled throughout the project.

Project management reports including project schedules, deliverables status, and management issues will be provided as part of the project management tasks. Depending on available BOC capabilities, we can deliver ongoing project management information via email or website to reduce the need for onsite meetings.

Develop Approved Project Work Plan

- Review Part 1 Team Proposed Solution
- Identify New and Modified BOC Requirements
- Identify Scope and Implementation Issues
- Assess Impact on Part 2 Implementation
- Develop Detailed Project Work Plan
- Present Detailed Project Work Plan
- Perform Mutually Agreed Modifications
- Negotiate Fees for Modified Activities
- Approve Final Project Work Plan

Perform Project Management Activities

- Develop Management Reports and Processes
- Implement Project Team Training
- Monitor Progress on Deliverables
- Monitor and Resolve Project Issues

Implement Project Status Meetings

- Develop Project Status Reports
- Attend Project Status Meetings

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Implement Backfile Review Preparation

This project phase sets up operation processes and systems that support the preparation of recorded documents to be transmitted to the BOC as the Part 2 deliverable. The design of operation processes and systems defined in this project phase assumes that recorded document images currently existing in the TG image repository will be the primary source of document images to be supplied to the BOC.

The operation processes will include procedures to quality review selected document images to ensure that they are complete and meet specified image quality standards. Specific tasks will be included to resolve instances of missing documents, missing document pages, and poor image quality.

This project phase also implements the system environment that will support the quality review process. This includes implementation of the primary document index database and the image repository. The latter will be used to retain finished recorded document images pending transmission to the BOC.

Lastly, this project phase includes performing tests to ensure that defined processes and systems work satisfactorily and are capable of processing document images in a manner that meets TG output and quality performance benchmarks.

Develop Document Review Process

- Define Document Review Tasks and Procedures
- Define Missing Document Scan Tasks and Procedures

Develop Document Review System Environment

- Develop Document Index Transfer Database
- Implement Document Image Transfer Repository

Perform Document Review Workstation Preparation

- Define Document Review Workstation Requirements
- Procure Required Hardware, Software, Equipment, and Supplies
- Install Required Hardware, Software and Equipment

Perform Backfile Review Tests

- Perform Hardware and Software Tests
- Perform Processing Integrity Tests
- Perform Processing Volume Tests

Perform Management Assessment

- Assess Document Review Processes
- Approve Document Review Processes

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Implement Backfile Review

This project phase implements specified quality review activities for document images selected for transmission to the BOC. Document images available for selection by the BOC include recorded documents for Land Court and Regular system real property transactions beginning from January 1987.

In the quality review process, the recorded document image set selected by the BOC will be reviewed for completeness. Document record number lists will be validated against available BOC master files to ensure that an entry exists for each recorded document processed by the BOC during the selected time period.

Recorded document image files will then be sampled and reviewed to ensure that there are no missing pages and that pages meet specified image quality standards. Document and page rescans will be performed as appropriate.

Finished document images will be loaded into the TG document image transfer repository. Transmission to the BOC of finished recorded document images will be according to a mutually agreed upon batch schedule. To facilitate BOC access to the finished recorded document images, TG will provide specified quantities of a browser based image viewer that can be used to retrieve, display and print finished recorded document images stored in the TG document image transfer repository.

Perform Document Image Selection

- Select Documents for Each Time Period Batch
- Populate Document Index Transfer Database for Time Periods
- Develop Documents Record No. List for Defined Time Periods
- Perform Document Records No. Validation with BOC
- Confirm Final Document Records Total

Perform Document Integrity Validation Activities

- Confirm Document Image Files for Each Listed Document Record No.
- Perform Microfilm Scans to Capture Missing Document Images
- Update Document Database with New File Information
- Resolve Duplicate Record and Record No. Issues

Perform Document Quality Assurance Activities

- Confirm Image Quality
- Perform Microfilm Scans to Replace Unacceptable Images
- Update Document Database with New File Information

Perform Preliminary Migration Activities

This project phase sets up the processes and systems that will be used to transmit finished recorded document images to the BOC.

We propose that a direct telecommunications link between TG and the BOC will be installed to transport finished document images to the BOC. The network link will also be available to the BOC to access finished recorded document images stored on the TG document image transfer repository while the BCIS is being developed.

Activities will also be implemented to identify potential migration issues and to define processes to ensure that the migration of finished recorded document images to the BOC

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is performed in a manner that is most efficient and least intrusive to BOC daily operations.

Implement Document Image Transport System

- Review BCIS Imaging on Network Specifications (Task 4)
- Review BCIS Imaging Specifications (Task 5)
- Review BCIS Target Image Server
- Coordinate Network Link Install to BOC Image Server
- Perform Preliminary Tests
- Perform Corrective Actions

Perform Document Image Migration Planning

- Identify BOC/TG Operations Issues
- Define Batch Transmission Protocols and Specifications
- Define Document Image Batches
- Develop Document Image Migration Checklists

Perform Document Image Migration

This project phase accomplishes the migration of finished recorded document images from TG to the BOC. It includes quality review checks to ensure the integrity of transmitted images.

This project phase also includes prescribed acceptance test activities for Part 2 deliverables.

Implement Document Image Migration

- Select Defined Document Image Batches
- Execute Image Transmission According to Batch Schedule
- Perform Quality Review Checks

Perform Acceptance Tests

- Negotiate Acceptance Test Criteria
- Monitor BOC Random Sampling Activities
- Assess Identified Defects
- Perform Agreed Upon Defect Resolution Activities

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Project Schedule

This section provides a preliminary project schedule based on the significant dates defined in the RFP and our proposed work plan. Start and end dates are defined for each major project phase and activity.

Our proposed project schedules assumes the following:

- The BOC project starts on time and follows the schedule detailed in the RFP.
- The BOC and TG experience no Year 2000 problems that causes disruptions beyond the control of either party.
- TG project staff will be provided timely and reasonable access to BOC documents and information required for specified project activities and deliverables.
- The BOC Project Manager and designated staff will provide timely review and feedback on specified project deliverables.
- The completion of Part 2 activities, as proposed, are not made contingent upon final completion of Part 1 deliverables.

ACTIVITY DESCRIPTION	START DATE	END DATE
PERFORM PROJECT MANAGEMENT	August 2, 1999	March 31, 2000
Develop Approved Project Work Plan	August 2, 1999	September 1, 1999
Perform Project Management Activities	August 9, 1999	March 31, 2000
Implement Project Status Meetings	September 1, 1999	March 31, 2000
IMPLEMENT BACKFILE REVIEW PREPARATION	August 9, 1999	August 27, 1999
Develop Document Review Process	August 23, 1999	August 27, 1999
Develop Document Review System Environment	August 23, 1999	August 27, 1999
Perform Document Review Workstation Preparation	August 9, 1999	August 20, 1999
Perform Backfile Review Tests	August 23, 1999	August 27, 1999
Perform Management Assessment	August 23, 1999	August 27, 1999
IMPLEMENT BACKFILE REVIEW	August 23, 1999	March 31, 2000
Perform Document Image Selection	August 23, 1999	August 31, 1999
Perform Document Integrity Validation Activities	September 1, 1999	March 17, 2000
Perform Document Quality Assurance Activities	September 1, 1999	March 17, 2000
PERFORM PRELIMINARY MIGRATION ACTIVITIES	August 23, 1999	September 1, 1999
Implement Document Image Transport System	August 23, 1999	September 1, 1999
Perform Document Image Migration Planning	August 23, 1999	August 27, 1999
PERFORM DOCUMENT IMAGE MIGRATION	August 23, 1999	March 31, 2000
Implement Document Image Migration	September 1, 1999	March 31, 2000
Perform Acceptance Tests	August 23, 1999	March 31, 2000

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Alternatives

This section provides an overview of two alternatives that extend our proposal to perform *Part 2 Tasks for the Replacement Land Court and Regular Automated Tracking System Project*. Based on our understanding of the BOC requirements and our extensive experience with implementing a comparable system and document conversion project, we believe the two alternatives present the BOC with very significant near term and potential long term value. We encourage the BOC to seriously consider the opportunities that our proposed alternatives provide.

The *Recorded Document Image Repository, Alternative One* provides for a relatively low-cost outsource arrangement that delivers to the BOC fast access to recorded document images stored at TG. With Alternative One, the BOC would be able to redeploy a significant portion of the funds allocated for acquiring the ten-year span of recorded document and to use those funds for higher value BOC projects.

The *New Recorded Document Images, Alternative Two* provides for a low-cost outsource arrangement that delivers to the BOC an efficient document capture capability for new recorded documents. With Alternative Two, the BOC would be able to refocus its resources from implementing relatively low value document capture systems and to enhance its BCIS implementation in areas that deliver real value to BOC customers.

The *Recorded Document Image Repository, Alternative One* and the *New Recorded Document Images, Alternative Two* have been designed as independent modules but are fashioned to be complementary to each other. Taken together, they offer BOC a superior solution for enabling access to new and archived recorded documents at a cost effective price.

TG is very willing to discuss modifications to its BOC Part 2 Project proposal and the two alternatives to ensure that TG is able to address BOC concerns and its requirements.

Recorded Document Image Repository, Alternative One

The *Recorded Document Image Repository, Alternative One* is a variation of our proposal to perform the BOC Part 2 Project. It provides BOC with a cost effective option to use the TG recorded document image repository on an outsource basis.

As in our proposed BOC Part 2 Project approach, we will quality review specified recorded documents for a ten year period, install a dedicated network link to the BOC, and provide a complete document index database to the BOC for upload to its BCIS database.

In Alternative One, finished recorded document images would be stored on a high capacity RAID array at TG. Using the dedicated, high-speed network link, the BOC would use the BCIS application or TG provided browser based image viewers to access the TG recorded document image repository. From its main offices and Neighbor Island offices, the BOC would be able to search, retrieve, display, print and download recorded documents from the TG recorded document image repository.

Under Alternative One, the BOC would retain the option to acquire the ten-year span of recorded documents from TG. Upon termination of the outsource agreement, TG would be prepared to provide the BOC with the ten-year span of recorded document images for a mutually agreed upon price. At termination, TG would execute the specified tasks in its BOC Part 2 Project work plan related to image migration and initiate transmission of recorded documents to the BOC over the network link.

400494

Based on our understanding of the BOC's requirements and our experience derived from many years in the title insurance business in Hawaii, we believe the *Recorded Document Image Repository, Alternative One* offers the following benefits to the BOC:

- *Offers the BOC full access to necessary recorded documents without the conversion and operations costs.* With Alternative One, the BOC has the option to delay or eliminate proposed costs to digitally convert microfilm and to manage a high capacity image server/optical jukebox system environment. We believe that with Alternative One, the BOC has an opportunity to save \$200,000 - \$400,000 in document conversion costs and approximately \$250,000 - \$400,000 in image storage equipment acquisition and installation costs. Additional operational costs and staff costs savings could also be derived since the BOC would not require operations staff to maintain the image server/optical jukebox systems.
- *Offers BOC with near term access to necessary recorded documents.* With Alternative One, TG can offer BOC near term access to the ten-year span of recorded documents that it requires. Once recorded document images have been quality reviewed, they will be available on the TG recorded document image repository for access by BOC offices, both on Oahu and the Neighbor Islands. Under Alternative One, the BOC will not have to wait for final completion of the BCIS before it is able to access recorded document images.
- *Offers BOC a high speed documents retrieval option with off-site backup safeguards.* With recorded documents stored on the TG RAID array based image repository, the BOC will have a superior image delivery platform for accessing recorded documents. A RAID based storage system is the optimal solution for retrieval of large image files and transmission over the Internet and over the State HAWAIIAN Network. And the BOC is assured of having adequate off-site backups in case of systems failure and disruptions. In addition to safeguards built into the RAID array device, TG maintains both CD based image duplicates and microfilm copies of its recorded document images.

New Recorded Documents Images, Alternative Two

The *Recorded Document Images, Alternative Two* is an extension of our proposal to perform the BOC Part 2 Project and Alternative One. It provides BOC with a cost effective option to access new recorded documents stored in the TG recorded document image repository on an outsource basis.

Under Alternative Two, TG would perform document image capture tasks similar to those currently offered to the BOC. On a daily basis, TG would scan new recorded documents, perform image quality review, and enter document index data. The new recorded document images would subsequently be loaded to a designated BOC image server and to the TG recorded document image repository.

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In Alternative Two, the BOC would have the option of retrieving new recorded document images from its own image server or the TG recorded document image repository.

We believe the *Recorded Document Images, Alternative Two* offers the BOC the following benefits:

- *Offers the BOC full access to new recorded documents without the conversion and operations costs.* With Alternative Two, the BOC has the option to delay or eliminate proposed costs to digitally convert new recorded documents. We believe that with Alternative Two, the BOC has an opportunity to save \$100,000 - \$200,000 in document capture software costs and approximately \$100,000 in document scanning and image storage equipment costs. Additional operational costs and staff costs savings could also be derived since the BOC would not require operations staff to perform document preparation and capture tasks.
- *Offers BOC with near term access to necessary recorded documents.* With Alternative Two, TG can offer BOC near term access to new recorded documents. Once new recorded document images have been loaded to the BOC image server and the TG recorded document image repository they will be available for access by BOC offices, both on Oahu and the Neighbor Islands. Under Alternative Two, the BOC will not have to wait for final completion of the BCIS before it is able to access new recorded document images.

400496

SECTION IV, ORGANIZATION AND STAFFING

This section describes the project organization and the roles of the respective project team members. Our proposed project organization has been developed based on the requirements outlined by the BOC for performing *Part 2 Tasks for the Replacement Land Court and Regular Automated Tracking System Project*. It reflects project team units that optimally match individual talents and expertise with the project tasks and responsibilities.

Organization Chart

An organization chart of our proposed project team is provided on the following page. All work to be performed by our proposed project team will be done from TG office locations in Honolulu.

Position Descriptions

This section provides a general description of the positions included in the project organization chart. It also includes the names of our proposed team managers.

BOC Project Manager

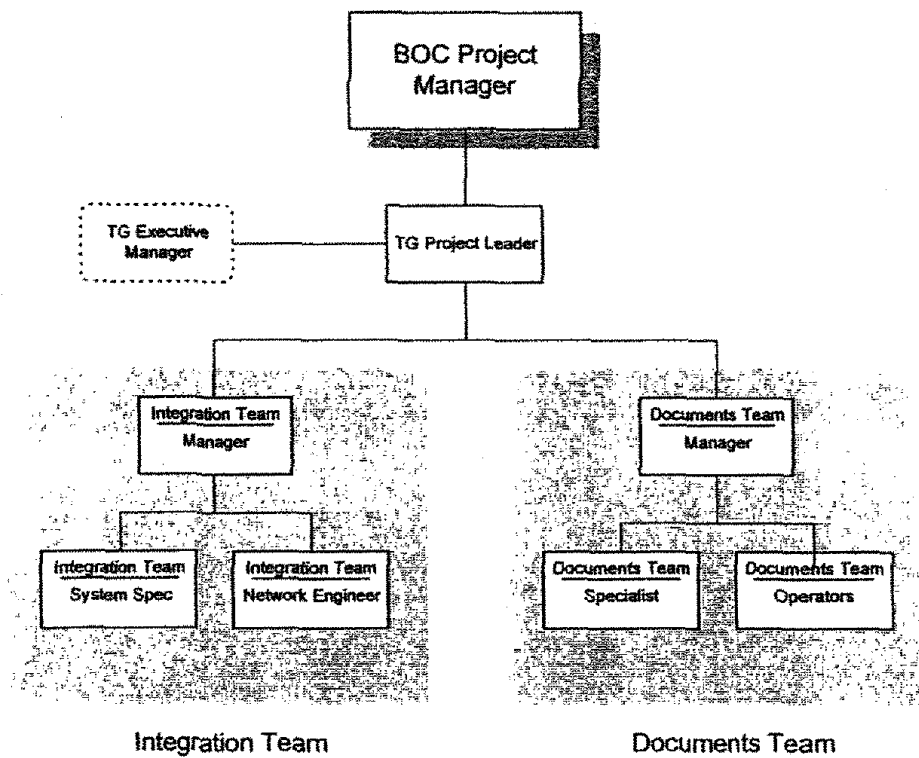
The BOC Project Manager will serve as the designated BOC contact and will work directly with the TG project team. S/he will be the primary point of interaction between the project team and the BOC for administrative and reporting needs.

The BOC Project Managers responsibilities shall include:

- Cooperating with TG project team members in obtaining information as may be required for all project tasks.
- Monitoring the project plan and working with the TG Project Leader to remedy any scheduling issues.
- Scheduling appropriate reviews of project deliverables between the BOC and the TG project team.
- Ensuring that the department's reviews and approvals are provided on a timely basis.

400497

BOC Part 2 Project Team



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TG Executive Manager

TG Executive Manager will be in overall charge of the Part 2 Project for TG. She will be responsible for providing general supervision of the project, reviewing project matters relating to scope, budget, and billing policy, and reviewing final project deliverables to ensure that they meet TG and BOC quality standards.

The TG Executive Manager for this project will be *Debra Pyrek*. At TG, Debra is Vice President, Corporate Information Systems.

TG Project Leader

The TG Project Leader will be responsible to the BOC and to TG for the operational supervision of the Part 2 project. He will work closely with the BOC Project Manager to manage all aspects of the implementation project including:

- Delivering the project within the time frame and budget proposed;
- Identifying and resolving issues that may complicate the successful project completion;
- Ensuring that all project team members meet their responsibilities and requirements;
- Ensuring that the project staff conform to all technical standards to the project; and,
- Allocating resources and controlling project activities to ensure that the project objectives are met and specified project deliverables are successfully completed.

The TG Project Leader will report to the BOC Project Manager and the TG Executive Manager on a regular basis to discuss the level of service quality and overall project status.

Jeffrey Loo will serve as the Project Leader. As Principal consultant of J.W. Loo & Associates, Jeffrey has many years of experience in project management, as well as a comprehensive background in system development, organization development, and general Hawaii State government operations..

The Integration Team

The Integration Team will be responsible for the tasks associated with implementing the systems supporting the quality review and transmission of recorded document images. *Members of this team have been selected for their specialized experience in operational systems and network implementations.*

The Integration Team will be managed by *Gerald Opedal*. At TG, Gerald is a Vice President in the Information Systems Department. Additional members of the Integration Team shall include a System Specialist and a Network Engineer. *Steve Tomlinson* will be

400499

the System Specialist on our project team. At TG, Steve is a System Engineer in the Information Systems Department.

The Documents Team

The Documents Team will be responsible for the tasks associated with implementing the quality review of recorded document images. Members of this team have been selected for their specialized expertise in high volume document imaging projects.

The Documents Team will be managed by *Carlos Buhk*. At TG, Carlos is Director, Record Management. Additional members of the Documents Team shall include a Documents Specialist and approximately 6 Documents Operators.

Contact Information

This section includes required contact information for our proposed project team managers.

NAME	TITLE	PHONE	FAX
Debra Pyrek	Vice President, Information System Department	533-5824	532-3141
Gerald Opedal	Vice President, Information System Department	521-0251	532-3141
Steven B. Tomlinson	System Engineer, Information System Department	539-7746	532-3141
Carlos Buhk	Director, Record Management	533-5803	533-2271
Jeffrey Loo	Principal, J.W. Loo & Associates	528-7176	523-8543

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SECTION V, OFFEROR BACKGROUND AND EXPERIENCE

Title Guaranty of Hawaii, Incorporated

Title Guaranty of Hawaii, Incorporated (TG) will serve as the prime contractor in this proposal to perform *Part 2 Tasks for the Replacement Land Court and Regular Automated Tracking System Project*.

TG has no pending litigation at this time.

Company Description

Title Guaranty of Hawaii, Incorporated (TG) is the oldest and largest kamaaina title insurance company in the State of Hawaii. Our roots trace back to 1896, with the formation of Makinney and Company; and to 1946, with the formation of Hawaiian Title Company. In 1952, Makinney and Company merged with Hawaiian Title Company, Limited to form Title Guaranty of Hawaii, Incorporated.

TG is located at 235 Queen Street in the Title Guaranty Building. Our sister company, Title Guaranty Escrow Services, Inc. has its main downtown branch in the same building and also has 15 additional branch offices located throughout the islands. There are seven escrow branches on Oahu, three on the Big Island, four on Maui and one on Kauai. Our neighbor island escrow branches provide assistance to the title company in obtaining real property tax information and court proceedings to support our title research.

TG is headed by Michael Pietsch, President, and employs over 200 people. Our title operation is supported by administrative departments responsible for our in-house title plant, records management system, and information systems. Our Information Systems department is staffed by fifteen people, which include Wang VS/UNIX Programmers, Software Engineers, Hardware Technicians, and Technical Operations personnel.

TG is the only title company in the State of Hawaii with a complete in-house title plant. Our title plant consists of copies of recorded documents and translations of early documents written in Hawaiian, dating back to the 1800's. It includes Grantor/Grantee indexes (found at the Bureau of Conveyances), court proceedings relating to real property from all circuits (found at the State Archives and Circuit Courts), and Tax Map information (found at the Real Property Assessment Division, Mapping Branch). We also maintain Federal District Court and Bankruptcy Court records.

In 1960 we began to maintain an internal indexing system by tax map key of all Regular system recorded documents. In 1986 TG automated this system into a computerized database. The database is updated daily for all documents recorded in both Regular and Land Court systems, and new Circuit and Federal court proceedings. Real property tax assessment information is also maintained by tax map key. Our computerized database provides on-line access to property transactions for the past twelve years.

400501

Title Guaranty of Hawaii, Related Project Experience

This section provides descriptions of related projects performed by TG.

Title Guaranty of Hawaii

Documents and Tax Maps Conversion, 1993 - Present

In 1993 our Imaging Project team worked with numerous vendors to design a system to digitize documents from microfilm. This document system includes tax maps, Land Court documents and Regular System documents (by liber/page before 1990). Our image system scans the microfilm documents, performs Optical Character Recognition (OCR) of Bureau-assigned document numbers for each document, automatically builds the document index, and allows for human verification of the index. At present, approximately 240 documents or 1,700 pages are processed into the digital library each day.

More than 21 million pages, which includes documents recorded since 1986, have been digitized. Images are currently available to 125 concurrent users within our title and escrow companies. Images are currently stored in 20 NSM jukeboxes connected to the main TG network. Documents can be retrieved in 13 seconds. Our ultimate gain in creating a digitized library of documents was realized by the integration of these images to our title research workflow and customer service. The system is currently being upgraded to convert our primary image storage subsystems from the CD jukeboxes to RAID arrays.

Title Guaranty of Hawaii

Integration of Imaged Documents to Title Research, 1995

In 1995 TG designed a unique split screen system for title researchers which enables the simultaneous view of recorded documents and property transactions, while preparing the title report. The integration of our imaging system into our workflow has significantly increased productivity and capacity within the Company. Our clients have also realized significant improvement in our servicing time.

Title Guaranty of Hawaii

Property Management Document Disclosure, 1996 - Present

In 1996 the State of Hawaii enacted the Condominium disclosure laws requiring specific documents to be provided to prospective buyers of condominium units. As a result, large property management companies of these projects were faced with the administrative burden of providing copies of various documents. Several management companies concluded that the process of updating and compiling up to 20 different document types for a full disclosure request required additional staffing and storage space. TG offered an alternative solution using an imaged-based document system.

TG currently provides an image-based document system for five property management companies. Our clients include Chaney Brooks & Company and Hawaiiana Management Company. Unrecorded documents (ex. Reserve Study Reports, meeting minutes, etc.) are received and scanned to our image database. TG delivers the disclosure request by compiling various recorded and unrecorded documents. A condominium disclosure packet can be prepared and packaged in less than 30 minutes due to high-speed, on-line document retrieval.

400502

Title Guaranty of Hawaii**Integration of Image Documents to Title Plant, 1998**

In 1998 TG fulfilled one of its dreams . . . to create a paperless environment in its title plant. Our image project team designed a unique split-screen workflow system to enable the simultaneous view of recorded documents and data entry screens. In July 1998 we discontinued the printing of recorded documents from microfilm. Our title plant was finally relieved of handling 250 paper based documents each day.

Title Guaranty Escrow Services**Escrow File Imaging, 1998**

In July 1998 we implemented an electronic file storage and retrieval system for our sister Company's escrow transaction files. This file scanning system is located at our record center facility in Moanalua. The system scans approximately 10,000 pages each day using a single scanner.

J.W. Loo & Associates

J.W. Loo & Associates will serve as a subcontractor on the BOC Part 2 Project.

J.W. Loo & Associates has no pending litigation at this time.

Company Description

J.W. Loo & Associates (JWLA) is a management consultant firm providing information technology and organization development consulting services to clients throughout Hawaii and the Pacific Rim. Established in 1985, J.W. Loo & Associates is a sole proprietorship headed by its principal, Jeffrey Loo.

We are versatile, consulting specialists with a clientele that includes major private sector companies, government organizations and non-profit agencies.

In assisting clients with their organization problems, JWLA takes an integrated consulting approach. We emphasize using information technology to help them improve the overall well-being of their company.

However, before applying information technology solutions, JWLA works with clients to examine their full company practices. We help them to analyze their internal processes and organization resources and make sure that they are well aligned with our clients' strategic business objectives.

One of our fundamental business principles is that we assign the best consulting talent to our client projects. Besides the expertise provided by our firm's associates, we are strategically allied with leading consulting firms in Hawaii and the Mainland and thus have access to the most qualified consultant resources available.

Over the past five years, our management consulting associates have performed successful engagements for numerous public and private sector clients with respect to the following areas:

400503

- **Information Technology.** We have assisted a wide range of clients with implementing information technology solutions. Specifically, we have developed system process models, defined process and data requirements, assessed system alternatives, developed system specifications and installed package systems.
- **Organization Development.** Our prior engagements have included organization reviews and analyses to assist clients with developing more effective organizational structures, work processes, and information flows. Our projects in this area have dealt with assessing operational effectiveness and efficiency in corporate and governmental operations including reviewing operating policies and procedures, management and worker practices, and service delivery methods.
- **Regulations.** We have assisted state and county agencies in determining the impact of federal regulations upon their operations, complying with these requirements, and assessing the effectiveness of the regulatory process. In addition, we have performed analyses that have assisted our clients to reduce or eliminate non-compliance sanctions. **General Studies.** We have performed research, evaluation and analysis projects in a wide range of areas including real property, economic development, vocational education, public education, demographic profiles and market trends.

Clients Served

A partial list of J.W. Loo & Associates clients includes the following:

Amfac Distribution, Hawaii	State of Hawaii
Ashiya University (Japan)	• Department of the Attorney General
Brewer Environmental Industries	• Department of Business, Economic
Fred E. Waldron, Ltd.	Development & Tourism
Hawaii Community Foundation	• Department of Commerce and
Hawaii Health Information Corporation	Consumer Affairs
Hawaii Medical Association	• Department of Education
Healthcare Association of Hawaii	• Department of Hawaiian Home Lands
Locations, Inc.	• Department of Health
Mann & Friedlander, Inc.	• Department of Transportation
Mann & Friedlander Management Inc.	• Office of Environmental Quality
North Hawaii Community Hospital	Control
Pacific Healthcare Research Institute	• Office of the Governor
St. Francis Healthcare System of Hawaii	• Office of the Legislative Auditor
Shannon & Hospital	• University of Hawaii
Summit Planning	City & County of Honolulu
Title Guaranty of Hawaii	• Department of Transportation

400504

J.W. Loo & Associates, Related Project Experience

Office of the Attorney General,
System Design, August 1994 - June, 1995
System Implementation, December, 1996 - 1997

For this major state agency, JWLA assisted with the development of an application and database system to support the statewide tracking of adult offenders. Our project responsibilities include performing business area analysis, designing application modules, and performing IE system methodology training. In a prior engagement, we assisted with selecting system methodologies and ICASE tools and developing the system function model for the application. Participating agencies included the police, prosecutor, judicial, and corrections related organizations in Hawaii. The system environment uses System Architect (CASE), Martin IE (methodology), Powerbuilder (system development) and Oracle 7 (RDBMS).

Department of Health
System Requirements, February 1994 - January 1995

For this major state health agency, we developed system requirements and technical specifications for a statewide child immunization tracking system. This include performing needs assessments, developing design alternatives, and preparing specifications for implementation of a data repository interfaced with the major primary care provider and insurers in Hawaii. For this engagement, the AGS SDM/Structured system development methodology was used.

Department of Transportation
System Requirements and Procurement, May 1993 - April 1994

For this major state transportation agency, we performed a requirements and feasibility study for imaging system applications to improve the performance of business processes in the airports operations. Both administrative and operations applications were included in the study scope. Our role included assessing user needs, defining systems requirements and specifications, assessing related network infrastructure, developing the system implementation RFP and performing project management on the system implementation. We used the AGS SDM/Structured system development methodology for this engagement.

Department of Health
System Requirements and Design, January 1992 - June 1992

For this major state agency, we assisted with a project to determine strategies for improving the processing and archiving of vital health records. This project involves performing a system analysis using the SDM/Structured Small Project Methodology and developing a functional certificate processing prototype. For the functional prototype, we assisted with developing applications to integrate Wang VS image files with DEC VAX based MUMPs data indexes on a Novell LAN. For this project, we were teamed with Wang Laboratories and ISDI.

400505

Office of the Governor

Project Facilitation, March 1996 - July 1996

For this executive State agency, we performed project management assistance to support court mandated compliance activities in the child mental health program area. Our responsibilities included facilitating project planning, analyzing project alternatives, and defining project schedules and deliverables.

Office of the Governor

Organization Reengineering, April 1995 - June 1995

For an executive State agency, we implemented an organization reengineering analysis to identify candidate agency processes that would benefit from business process reengineering. The scope of the analysis included all Executive Branch departments. The focus of the analysis includes identifying redundant public services, overlapping functional authorities, and diffused program responsibilities.

400506

SECTION VI, PRICE

Per the instructions in RFP ICS-FY-99-052, Section 2.9.4.7, Price, this section includes our proposed pricing for performing the BOC Part 2 project tasks.

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PART 1

Offeror declines proposing a price for PART 1

400508

PART 2

This section provides a summary of our proposed price for performing the BOC Part 2 project tasks. It also contains our stated assumptions.

400509

PART 2

Cost of Work

Based on the information provided to us and our stated assumptions, our estimated price to complete the BOC Part 2 project tasks as specified in the RFP ICS-FY-99-052 are provided below. Our price estimates are exclusive of out of pocket expenses (parking, form/supplies, extra image copies) that may be incurred to complete the project. These expenses will only be; incurred with prior client approval and will be billed as a reimbursable expense.

DESCRIPTION	UNITS	UNIT PRICE	PRICE
Recorded Document Images:	2,000,000	\$ 0.20	\$ 400,000
SUBTOTAL			\$ 400,000
Hawaii General Excise Tax (4.166%)			\$ 16,664
TOTAL			\$ 416,664
*Unit Price = (\$.025/page X 8 pages/doc)			

As stated, our proposed price is for a ten-year span of recorded document images that would be delivered to the BOC by March 31, 2000. Should the BOC opt to order the ten-year span of images in two five-year increments, our proposed price for *each* increment would be \$208,332 including Hawaii General Excise Tax.

Assumptions

Our assumptions include the following:

- Our proposed fee is based on the total number of recorded document images actually delivered and accepted by the BOC. The 2,000,000 unit reference used in this price proposal is based on the total number of images estimate provided by the BOC in the RFP.

Should the actual delivered images total be more or less that the reference amount, our price will be based on a unit price of \$.20 per document image.

- It is our understanding that a single recorded document image is equivalent to a recorded document. Our proposed price is based on documents delivered, not pages. It assumes that each recorded document image contains approximately 8 pages per document. For computation purposes, our proposed price of \$.20 per document is based on a charge of \$.025 per page.

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PART 2

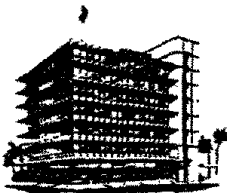
- Our proposed price is based on the assumption that the BOC selects a ten-year span of recorded documents with a starting period no earlier than January 1987.
- The monthly lease line charges for a single, dedicated telecommunications link installed between the BOC and TG are included in our proposed price and shall be the responsibility of TG until the scheduled end of this project phase on March 31, 2000. Thereafter, the costs for the lease line will be included in an outsource service agreement between BOC and TG or alternatively, the lease line will be terminated and removed if no agreement is entered into after March 31, 2000.
- Our proposed price is based on the assumption that we will incrementally bill for and be paid for recorded document image batches as they are transmitted and accepted by the BOC throughout the scheduled project period through March 31, 2000.
- Our proposed price is based on our assumption that acceptance of our deliverables will not be held contingent upon successful completion and acceptance of Part 1 deliverables.
- Our proposed approach includes an option for the BOC to use the TG image repository over the dedicated telecommunications link to access stored recorded document images during the duration of this project. Should the BOC be interested in exercising this option, TG is willing and prepared to discuss with the BOC a defined scope (e.g. number of users, BOC/public users, means of access) and a price for the service.

400511

SECTION VII, CERTIFICATION

Per RFP ICS-FY-99-052, Section 2.9.4.8, Certification, this section includes our certification setting forth our statement of the stipulated representations.

400512



TITLE GUARANTY OF HAWAII

INCORPORATED

235 QUEEN STREET • P.O. BOX 3084 • HONOLULU, HAWAII 96802 • TELEPHONE 533-8261

May 20, 1999

Mr. Lester M. Nakamura, Administrator
Information and Communication Services Division
Department of Accounting and General Services
1151 Punchbowl Street, Room B10
Honolulu, HI 96813

SUBJECT: Certification Letter

Dear Mr. Nakamura:

Per the instructions contained in RFP No. ICS-FY-99-52, Certification (Section 2.9.4.8), the undersigned certifies the following:

- The prices and cost data were arrived at independently, without consultation communication, or agreement with any other Offeror or competitor.
- Unless otherwise required by law, the prices and cost data that were submitted have not been knowingly disclosed by the Offeror, directly or indirectly, to any other Offeror or competitor prior to the award of the contract.
- No attempt was made or will be made by each Offeror to induce any other person or firm to submit or not to submit a price for the purpose of restricting competition.

Respectfully Submitted,

Michael A. Pietsch, President
Title Guaranty of Hawaii, Inc.
235 Queen Street
Honolulu, Hawaii 96813

5/21/99

Date

400513



ATTACHMENT A, STAFF RESUMES

Per RFP ICS-FY-99-052, Section 2.9.4.5, this section includes resumes for all TG team managers on our proposed project team. A list of these individuals is provided below:

NAME	STAFF TITLE	PROJECT POSITION
Debra Pyrek	Vice President, Information System Department	TG Executive Manager
Gerald Opedal	Vice President, Information System Department	Integration Team Manager
Steven B. Tomlinson	System Engineer, Information System Department	Integration Team System Specialist
Carlos Buhk	Director, Record Management	Documents Team Manager

400514

NAME

Debra L. Pyrek

POSITION

Vice President, Corporate Information Systems
Title Guaranty of Hawaii, Incorporated

PROFILE

Debra has extensive experience as a project manager, as well as hands-on programming expertise. She has technical expertise in design, implementation, testing and deployment of software applications and systems.

She has in-depth knowledge of the following programming languages, software packages and design tools: Microsoft Visual Basic 3.0 /4.0/5.0/6.0, Structured Query Language (SQL), Relational database design using Logic Works' ERwin/ERX, Database experience using Sybase System 10 and 11, Microsoft SQL Server 4.21, 6.0, 7.0, dBASE, Microsoft Access 2.0, 7.0, 97, Microsoft SourceSafe version control software, Microsoft Office 95 and 97 (all applications), Microsoft Project, Graphical development packages including Designer, PhotoStyler, HiJaak PRO, Icon Works, Visio, Publisher's Paintbrush, and various commercial and shareware products, Internet applications (Netscape, Mosaic, MSN, Eudora), Client-server and Wide Area Network (WAN) protocols (TCP/IP, FTP), Database communications via Sybase Open Client, ODBC and DBLIB, Windows 3.x, 95, 98 and NT, UNIX, DOS, OS/2 operating systems, Autocad 12, Asymetrix' Toolbook, C programming language, WordPerfect for DOS and Windows

EDUCATION

BS, Industrial Engineering, University of Illinois, Urbana

EXPERIENCE

Title Guaranty of Hawaii, Inc., 1998 - Present
Vice President, Corporate Information Systems

Department Manager responsible for all computer and information systems in use and in development at Title Guaranty of Hawaii and Title Guaranty Escrow. Manages an information systems staff of 15. Project Manager for all Imaging related systems development and implementation projects.

Metro Information Services, 1997 - 1998
Information Systems Consultant/Staff Support Coordinator

Assigned as Project Manager for a major long distance telephone carrier. Leading a 9-member development team in designing and implementing Customer Service and Billing systems. Systems included Visual Basic 4.0 32-bit clients running on Microsoft NT 4.0 workstations and a Sybase System 11 database running on Sun Solaris 2.5.

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Processed over 1.2 million records per day in telephone call data. Performed Sybase DBA duties for the production and development environments. Responsible for the UNIX-based server. Hardware included three Sun Sparc machines, one with a disc array running Veratis Volume Management software and one remote server. Responsible for designing data replication to 3 remote sites. Responsible for data warehouse design and implementation. Served as Staff Support Coordinator for Metro, responsible for managing the development team. Duties included monthly status reports, employee reviews, technical interviews, additional staffing requirements, scheduling, time sheets, etc. Promoted to Staff Support Coordinator within 90 days of employment.

Title Guaranty of Hawaii, Inc. 1994 - 1997
Systems Development Director

Managed all IS projects for both Title and Escrow departments. Duties included project prioritization, scheduling, systems analysis, technical design and implementation. Served as Information Services liaison between departments and all levels of management, including company owners. Designed and developed systems for the real estate industry. Managed a team of 6 developers responsible for creating this system. Initially built a working prototype of the system (Visual Basic 3.0, Microsoft SQL Server 4.21). Expanded concepts and skills from prototype development into building the fully developed system (Visual Basic 3.0/4.0, Microsoft SQL Server 6.0/6.5). Involved in the design of all major features of the actual system. Interfaced with consultants and vendors responsible for other project deliverables. Responsible for database design and data integrity (ERwin/ERX 2.5).

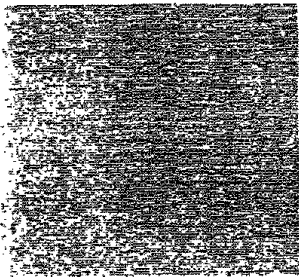
Sargent & Lundy Engineers, Inc. 1991 - 1994
Instrumentation and Control Human Factors Engineer

Developed technical software applications for the power industry. Specialized in user interface design. Created software usability requirements and testing plans. Designed and implemented training courses in Human Factors Engineering for both engineering and non-technical audiences. Designed and implemented training courses in client-server software development and related technologies. Designed fossil and nuclear power plant control room layouts and associated control systems, including control panel design and distributed control systems implemented in power plants world-wide.

Independent Contractor, 1993
Software/System Engineer

Created a hospital infant monitoring system. Designed monitoring methodology and defined system requirements. Developed prototype of Infant Tracking and Monitoring system. Implemented the design in the actual system that provides hospitals a means of monitoring perimeter and tamper alarms as well as infant tracking capabilities to improve hospital security.

400516



Peterson/Puritan, Inc. 1990
Industrial Engineer

Developed procedures used to analyze and improve productivity and reduce costs incurred in the bottling of aerosol and liquid products. Analyzed production line and associated equipment and identified problem areas in economic terms. Resolved to implement an equipment upgrade on a single machine to significantly reduce scrap produced.

400517

NAME	Gerald Opedal
POSITION	Vice President, Information Systems Department Title Guaranty of Hawaii, Incorporated
EDUCATION	B.S., ICS, University of Hawaii, Manoa
EXPERIENCE	Title Guaranty of Hawaii, Inc., 1987 - Present Vice President, Information Systems Department Department Manager responsible for computer and information systems projects Title Guaranty of Hawaii. Manages an information systems staff of 8. Bishop Trust, Co. Ltd. Programmer/Analyst

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NAME

Steven B. Tomlinson

POSITIONSoftware System Engineer, Corporate Information Systems
Title Guaranty of Hawaii, Incorporated**PROFILE**

Steven has seven years experience in design, development, and implementation of custom client/server, database, imaging, and application solutions utilizing Visual Basic, SQL, and related development tools. He has demonstrated expertise in developing Internet/Intranet applications utilizing HTML, JavaScript, VBScript, Active Server, and ActiveX technologies. Familiar and comfortable working with the latest computer technologies and tools.

He has in-depth knowledge of the following programming languages, software packages and design tools: Windows (3.0, 3.1, 3.11, 95, NT, NT Workstation), Visual Basic 3.0, 4.0, 5.0, 6.0, SQL, ADO, DAO, ODBC, COM, DCOM, MS-Access/JET databases, Active Server Pages, HTML, VBScript, JavaScript, Microsoft Internet Explorer, Microsoft Office, Microsoft Visual Studio, Microsoft FrontPage98, Microsoft SQL Server 6.5 and 7.0, Microsoft Internet Information Server, Microsoft Access, Microsoft Project

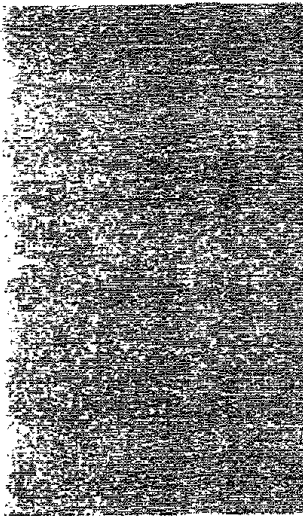
CERTIFICATIONSCurrently pursuing Microsoft Certified Solution Developer Certification.
Microsoft Developer Network Universal Member
Microsoft SiteBuilder Member**EDUCATION****EXPERIENCE**Title Guaranty of Hawaii, Inc., 1999 - Present
System Engineer, Corporate Information Systems

Primarily responsible for development of corporate imaging applications and supporting systems environment. Also develops server side application to support image retrieval, display and printing functions.

Logical System Services, 1998 - 1999
Senior Software Developer

Primarily responsible for development of shrinkwrap OEM application to be resold internationally to the security and law enforcement industry. Product developed with Visual Basic 6.0 as an n-tier (distributed) application. Major deliverables include an ActiveX Server component utilizing Access or SQL-Server for data persistence, an ActiveX DLL to enforce business rules and data integrity on the client side, as well as the user interface. Ancillary responsibilities include evaluation and recommendation of third-party tools and code libraries and providing assistance to junior developers.

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Independent Contractor, 1995 - 1998
Software/System Engineer

- Engaged in providing software development services throughout the development cycle from initial design and scope specification to final implementation, training, and documentation, via strategic relationships with VARs/Integrators. Services include participating in sales and project development meetings with clients, recommending application and development tools, project management, source code development, end-user training, maintenance and enhancement. Clients included Hawaiian Airlines - Airline Ticket Imaging, OCR, and Archiving System (25,000 documents per day), State of Hawaii - Office of the Governor - VB Document Management System, KTA Grocery - VB Image Conversion Utility for Document Imaging/Management System, Hawaii Community Foundation, HPU - Pacific Islands Institute, Beechman Agencies, The Law Offices of Tongg & Tongg.

400520

NAME	Carlos Buhk
POSITION	Director, Record Management Title Guaranty of Hawaii, Incorporated
EDUCATION	Foothill College, Los Altos, California
EXPERIENCE	<p>Title Guaranty of Hawaii, Inc., 1988 - Present Director, Record Management</p> <p>Carlos is responsible for TG's records management and is the general manager for our property disclosure operations. Carlos has the expertise in designing workflow systems for records management and document imaging.</p> <p>Amdahl Computer Company Graphic Communications Director</p> <p>Managed a staff of 125 employees. Developed and implemented a plan which converted a Drafting department of 30 employees to a Computer Aided Design (CAD) department of five employees. This system eliminated the need for manually updating engineering drawings there by improving turn around time for changes. Responsible for successful conversion of papger Automated Logic Diagrams (ALD) to fiche. Developed a nationally recognized system which produced photo-direct offset printing plates from an image database.</p> <p>Lockheed Missiles and Space Company Reproductions Supervisor</p> <p>Supervised a staff of 25 employees responsible for lithography, blueprinting, duplicating, and micrographics.</p>

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ATTACHMENT B, STAFF REFERENCES

Per RFP ICS-FY-99-052, Section 2.9.4.5, this section provides at least three (3) references for each TG staff member included in *Attachment A, Staff Resumes*.

NAME	PROJECT POSITION	REFERENCES
Debra Pyrek	TG Executive Manager	Janet Ellis Director, Metro Information Services Virginia Beach, VA (757) 486-1700 Greg Colbert Executive Consultant IBM Global Services Honolulu, HI 96734 (808) 597-9394 Jack Willey President/CEO ISDI (Interisland Systems Development and Integration) Honolulu, HI (808) 944-8742
Gerald Opedal	Integration Team Manager	Karen D. Tom Bank of Hawaii Assistant Vice President Database Marketing Manager 537-8383 Chu Lan Shubert Kwok ABC Mortgage Owner 545-2442 Robert K. Vierck Decision Support Services, Inc. President 538-7457

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NAME	PROJECT POSITION	REFERENCES
Steven B. Tomlinson	Integration Team System Specialist	Gregory P. Barbour Assistant to the Director DBEDT No. 1 Capitol District Building 250 S. Hotel St. Room 508 P.O. Box 2359 Honolulu, HI 96804 586-2548 Wade Kamikawa Data Processing Systems Analyst DBEDT No. 1 Capitol District Building 250 S. Hotel St. 4th Floor Honolulu, HI 96813 586-2487 Rob Hardisty Vice President Strategic Information Solutions 239 Merchant St. Honolulu, HI 96813 537-5523 Ext. 230
Carlos Buik	Documents Team Manager	Maryann Kusaka 5151 Nono Street Kapaa, HI 96746 822-5444 Donald Schoenfeld 1684 Kalaupia Street Koloa, HI 96756 742-1398 Jim Miller 2751 Maohi Loop Koloa, HI 96756 742-2421

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ATTACHMENT C, OFFEROR'S FINANCIALS

Per RFP ICS-FY-99-052, Section 2.9.4.6, Offeror's should include financial statements for the previous three years. TG expresses its willingness to provide access to the specified financial information in compliance with this requirement should it be selected as the vendor to perform the BOC Part 2 Project tasks.

Title Guaranty of Hawaii, Incorporated is a privately held corporation registered to do business in the State of Hawaii and is in good standing with the Hawaii State Department Commerce and Consumer Affairs and Department of Taxation. As a privately held corporation, TG considers its financial statements to be confidential and proprietary. Based on our understanding that this proposal will be classified as a public document should TG be selected as the BOC Part 2 Project vendor, we believe that inclusion of our financial statements in this proposal may result in public exposure of corporate information that may compromise confidentiality requirements related to current and prospective TG business.

Upon notification of award to perform the BOC Part 2 Project tasks, TG shall make available, at TG's corporate office in Honolulu, the specified three years of financial statements for review by an authorized State auditor or financial analyst.

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ATTACHMENT D, OFFEROR'S REFERENCES

Per the instructions provided in RFP ICS-FY-99-052, Section 2.9.4.6, Offeror Background and Experience, this section includes information on our client references.

NAME	POSITION	CONTACT INFO
Michael Packard	CEO, Chaney Brooks	606 Coral Avenue Honolulu, HI 96813 544-1600
Emory Bush	President, Hawaiiana Property Management Co.	711 Kapiolani Blvd #700 Honolulu, HI 96814 591-6860
Ruth Okada	Vice President, Aston Hotel Resort Management Division	Honolulu, HI 96813 931-1400

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ATTACHMENT E, SUBCONTRACTOR RESUMES AND REFERENCES

Per the instructions provided RFP ICS-FY-99-052, Section 2.9.4.1, Introduction, this section provides resumes and references for subcontractor staff assigned to our proposed project team.

The required information is provided for Jeffrey Loo our proposed TG Project Leader. Jeffrey is Principal Consultant at J.W. Loo & Associates.

Resume

A resume for Jeffrey Loo is provided on the following page.

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NAME

Jeffrey W. Loo

POSITIONPrincipal Consultant
J.W. Loo & Associates**PROFILE**

Jeffrey has over fifteen years experience implementing management and information system analyses projects in the public and private sectors. He has technical expertise in information systems design and implementation, management and systems analyses, reorganization analysis and project management.

He has worked extensively in system development methodology environments including Martin's Information Engineering, Software AG's SDM, Deloitte & Touche's 4Front, and IBM's BSP. He has successfully completed projects in the IBM 3000, IBM 4300, and Prime mainframe, HP 9000 UX and in Microsoft NT/Novell local area network PC environments.

EDUCATION

Ph.D. Candidate, Political Science, University of Hawaii, Manoa
M.A., Political Science, University of Michigan, Ann Arbor
B.A., Political Science, University of California, Berkeley

AFFILIATIONS

- Association for Information and Image Management, Aloha Chapter, President (1996 - 1997), Vice President (1993), Education Committee Chair, (1993-1996, 1997 - Present)
- Catholic Charities-Family Services, Board Member, (1996- Present)
- Catholic Charities, Long Range Planning Committee (1998 - Present)
- Aloha United Way, Allocations Panel IV, 1993 - Present
- Healthcare Information and Management System Society, Member, 1997 - Present
- Immigrant Center, President, 1992 - 1995
- Hawaii Society of Corporate Planners, Member, 1991 - 1993
- Data Processing Management Association, Member 1991 - 1993
- Hawaii Government Employee Association, Member (1976 - 1985), Steward (1980 - 1982) Island Division Representative (1982 - 1984)
- State Certified Lemon Law Arbitrator, 1997 - 1999
- US Dept. of Commerce, Telecommunications and Information Infrastructure Assistance Program (TIAP), Grants Reviewer, 1998

**RECENT
PRESENTATIONS**

- *Health Care Quality Management Information Systems*, Outcomes Measurement: Assessing Quality of Health Care in Hawaii, September, 1992
- *Medical Records and Data: Data Analysis*, Institute for Telehealth and Telemedicine, September, 1997

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**PRESENTATIONS
(Cont.)**

- *Email Policy Statements*, Association for Information and Image Management: Legal Frontiers in Electronic Communication & Commerce, October, 1997
- *Electronic Documents Management Systems*, Association for EDP Auditors, June 1997
- *Electronic Records in a Networked World*, Information System Security Association, January, 1997

EXPERIENCE

Projects that Jeffrey has undertaken include the following:

St. Francis Healthcare System of Hawaii. Jeffrey is a system architect on this project to develop an integrated clinical and financial decision support system.

Hawaii Health Information Corporation. Jeffrey is an outsource technical consultant providing project management services for several clinical data repository projects involving management and analysis of data from all hospitals in Hawaii.

State of Hawaii, Office of the Attorney General. Jeffrey was a senior analyst on a project team responsible for developing system design specifications for a state-wide offender tracking system.

Straub Clinic and Hospital. Jeffrey was the project manager for a project to implement a clinical data repository containing inpatient and outpatient information extracted from mainframe resident online applications.

State of Hawaii, Department of Transportation. Jeffrey was the project manager and senior analyst for this project to design and procure an office automation solution that incorporated imaging system applications to improve the performance of business processes in the airports operations.

State of Hawaii, Department of Business, Economic Development & Tourism. Jeffrey was the project manager for a project to implement a unified tax and employer registration form for new businesses in Hawaii.

State of Hawaii, Office of the Governor. Jeffrey was responsible for facilitating the development of project plans, analyzing project alternatives, and defining deliverables and schedules for this project to assist the State to comply with court order actions related to the Felix v. Waihee case.

State of Hawaii, Office of the Governor. Jeffrey was the manager of a staff team responsible for performing an organization reengineering analysis covering the Executive Branch of the Hawaii state government.

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References

References that may be called are provided below.

NAME	PROJECT POSITION	REFERENCES
Jeffrey Loo	TG Project Leader	<p>Dr. Susan Forbes, Executive Director Hawaii Health Information Corporation 600 Kapiolani Blvd, Suite 406 Honolulu, Hawaii 96813 (808) 534-0288</p> <p>Ms. Laura Matsuda-Gilbert, Vice President Child & Family Services 91-1841 Pt. Weaver Road Ewa Beach, Hawaii 96706 (808) 681-1453</p> <p>Ms. Jean Oshita-Kamura Administrative Services Officer Department of Transportation, Airports Honolulu International Airport Honolulu, Hawaii 96817 (808) 838-8607</p> <p>Mr. Ryan Ushama, Securities Commissioner Department of Commerce and Consumer Affairs PO Box 541 Honolulu, Hawaii 96809 (808) 586-2734</p>

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ATTACHMENT F, TECHNICAL POINT RESPONSE WORKSHEET

Per the instructions provided RFP ICS-FY-99-052, Section 2.9.4.1, Introduction, this section provides the completed Technical Point Response Worksheet for TG.

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ATTACHMENT G, TAX CLEARANCE PACKET

Per the instructions provided RFP ICS-FY-99-052, Section 2.9.4.6, Offeror Background and Experience, this section provides required original tax clearance forms (Form A-6) for Title Guaranty of Hawaii and J.W. Loo & Associates.

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APPENDIX A

TECHNICAL POINT RESPONSE

RFP NO. ICS-99-52 TECHNICAL POINT RESPONSE WORKSHEET

Cross Reference Location

Specification

- | | | | |
|-----------------------------|-----|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <u>Page 6</u> | 1. | | If the specification is addressed in more than one location in the Offeror's Proposal and/or documentation, only the two (2) major cross-reference locations are to be given. |
| <u> </u> | 2. | 3.5.1 | Consistent. |
| <u> </u> | 3. | 3.5.2 | LAN. |
| <u> </u> | 4. | 3.5.3 | Operating System Standard. |
| <u> </u> | 5. | 3.5.4 | Standard Hardware. |
| <u> </u> | 6. | 3.5.5 | Training. |
| <u> </u> | 7. | 3.5.6 | Redundancy. |
| <u> </u> | 8. | 3.5.7 | Access to Information. |
| <u> </u> | 9. | 3.5.8 | Fees. |
| <u> </u> | 10. | 3.5.9 | Standardization. |
| <u> </u> | 11. | 3.5.10 | Safeguards. |
| <u> </u> | 12. | 3.5.11 | Data Analysis. |

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APPENDIX A

TECHNICAL POINT RESPONSE

- _____ 13. 3.5.12 Data Migration.
- _____ 14. 3.5.13 Backward Compatibility.
- _____ 15. 3.5.14 Working System.
- _____ 16. 3.5.15 Disaster Recovery.
- _____ 17. 3.5.16 Access Security.
- _____ 18. 3.5.17 Minimize Disruptions.
- _____ 19. 3.6.1 General Imaging Requirements
- _____ 20. 3.6.1.1 The imaging technology proposed must support both locally attached workstations and those that are remotely connected to the imaging server by telecommunications lines.
- _____ 21. 3.6.1.2 The proposed system must integrate the BOC's current microfilm capture procedure.
- _____ 22. 3.6.1.3 The proposed system must permit any BOC user, with proper hardware and software, to retrieve and view images from the proposed BCIS.
- _____ 23. 3.6.1.4 The Offeror's proposal must identify the hardware and software needed to adapt imaging to a variety of needs.
- _____ 24. 3.6.1.5 The system shall run on server hardware that can effectively and efficiently support workflow and imaging for the BOC.

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APPENDIX A

TECHNICAL POINT RESPONSE

- _____ 25. 3.6.1.6 Jukeboxes must allow for definable allocation of files so that individual platters reflect appropriate BOC retention schedules.
- _____ 26. 3.6.1.7 The system must meet any legal requirements for image storage and retrieval while providing the fastest access times possible.
- _____ 27. 3.6.1.8 The system shall support batch scanning.
- _____ 28. 3.6.1.9 The system shall provide effective methods for scanning and indexing long (maximum 8 1/2"x 14") documents and address the long term goal of incorporating map images.
- _____ 29. 3.6.1.10 The proposed system must be able to scan and recognize bar code information.
- _____ 30. 3.6.1.11 Offerors must include a two-sided scanner since the BOC receives approximately 200 doubled-sided documents a day.
- _____ 31. 3.6.1.12 Users within the BOC shall be able to retrieve an 8 1/2" X 14" document stored on a jukebox in less than 15 seconds (disk mount time and image view time). Please include documentation for jukebox response time.
- _____ 32. 3.6.1.13 An image for viewers at a remote site shall be available for transmission in less than 15 seconds.
- _____ 33. 3.6.1.14 Users shall be able to retrieve a page from an active file on magnetic media in
- _____ 34. 3.6.1.14 less than 2 seconds.

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APPENDIX A

TECHNICAL POINT RESPONSE

- _____ 35. 3.6.1.15 From magnetic media, users shall be able to turn from one page in a document to another in less than 1 second.
- _____ 36. 3.6.1.16 The system shall provide zoom capabilities.
- _____ 37. 3.6.1.17 The retrieval screen shall display both the index and the imaged document, simultaneously side by side.
- _____ 38. 3.6.1.18 The system shall allow staff to index documents while looking at the documents online.
- _____ 39. 3.6.1.19 The system should allow for the long term goal of scanning and printing oversized maps.
- _____ 40. 3.6.1.20 The system must allow for 64 electronic comments with 256k minimum per note for each image, visually associated with the document or map.
- _____ 41. 3.6.1.21 It is desirable that these be the electronic form of Postit type notes.
- _____ 42. 3.6.1.22 Image file formats must support the Consultative Committee for International Telephone and Telegraph (CCITT) Group III and IV standard. Images shall be scanned in at a minimum of 200 dpi for most documents and 300X400 dpi for documents with small fonts, handwriting, or detailed line art.
- _____ 43. 3.6.1.23 Users shall be able to browse through documents and quickly retrieve selected pages.
- _____ 44. 3.6.1.24 Users shall be able to print groups of pages from a long document by simply identifying the range of page numbers, such as 3-5, 8-10.

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APPENDIX A

TECHNICAL POINT RESPONSE

- _____ 45. 3.6.1.25 Users shall be able to display two pages of the same document side by side.
- _____ 46. 3.6.1.26 The proposed system must have the ability to scan images in random order and present them later in sequence by Official Record Number. (Labels with OR Number will have been attached as part of cashiering).
- _____ 47. 3.6.1.27 The proposed system must provide image enhancement capabilities to assure good quality images from scanned documents.
- _____ 48. 3.6.1.28 The proposed system must provide the State with the capability to correct the stored image of documents. The original document number must be retained. The legal integrity of the document must be preserved.
- _____ 49. 3.6.1.29 The proposed system must permit the capability to generate microfilm images of all scanned documents and map images.
- _____ 50. 3.6.1.30 The proposed system must maintain and report statistics for the scanning process, to include number of documents scanned, number of pages scanned (broken down by operator), and the number of errors encountered. These must be accumulated and reported on a daily or monthly basis at the minimum.
- _____ 51. 3.6.1.31 The system must be able to export imaging statistics to any major spreadsheet package.
- _____ 52. 3.6.2.1 The system must recognize when a document is scanned with another document as an attachment.
- _____ 53. 3.6.3.1 The database must be a production class DBMS to ensure data integrity at all times, which

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APPENDIX A

TECHNICAL POINT RESPONSE

includes back-ups and recovery capabilities. The preferred databases are DB2 or Oracle. If alternative databases are suggested, please indicate the reason for supporting the alternative.

- _____ 54. 3.6.3.2 Capabilities for index and image maintenance and access.
- _____ 55. 3.6.3.3 Automatic error detection and recovery.
- _____ 56. 3.6.3.4 Dynamic backup of in progress updates after process failure.
- _____ 57. 3.6.3.5 All transactions that have not completed successfully as a result of a power failure, failure of any software related to BCIS, failure or unplanned emergency shutdown of any equipment must be backed out. The term completed shall mean the confirmed storage of data related to any part of the transaction. The offeror shall detail the level of compliance with this requirement.
- _____ 58. 3.6.3.6 Maintenance of accurate and duplicate audit record on separate physical medium.
- _____ 59. 3.6.3.7 Support for mirrored (duplicate) images.
- _____ 60. 3.6.3.8 Locking mechanisms to guarantee data integrity.
- _____ 61. 3.6.3.9 Deadlock detection and prevention.
- _____ 62. 3.6.3.10 Multi-threaded processing to speed access time between users and the database.

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APPENDIX A

TECHNICAL POINT RESPONSE

- _____ 63. 3.6.3.11 Concurrent processing of more than one user request accessing the database at the same time.
- _____ 64. 3.6.3.12 Formatting of fields and rule based edits by the system administrator.
- _____ 65. 3.6.3.13 A complete audit trail of revisions, changes and edits to information in the database.
- _____ 66. 3.6.3.14 Backups at a preset time without interrupting database access. Incremental backups shall be supported.
- _____ 67. 3.6.3.15 The ability for all fields to be marked "required" or "not required" depending on the
- _____ 68. 3.6.3.15 type of data being entered.
- _____ 69. 3.6.3.16 Different security levels within the same database for documents.
- _____ 70. 3.6.3.17 The ability for users to generate reports and queries according to their needs.
- _____ 71. 3.6.3.18 Online, context sensitive help.
- _____ 72. 3.6.3.19 Online training facilities for end-users.
- _____ 73. 3.6.3.20 "Hot key" capability to move from screen to screen, software to software.
- _____ 74. 3.6.3.21 Both menu and key codes for customers.

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APPENDIX A

TECHNICAL POINT RESPONSE

- _____ 75. 3.6.3.22 Consistent terminology within a screen, from screen to screen, and in online help and vendor documentation.
- _____ 76. 3.6.3.23 Current optical image available online.
- _____ 77. 3.6.3.24 Optical image available offline (with platter identified).
- _____ 78. 3.6.3.25 Microfilm image available (with reel and image identified).
- _____ 79. 3.6.3.26 BCIS must process the condition where no image is available for a document.
- _____ 80. 3.6.4.1 Scan heavy card stock
- _____ 81. 3.6.4.2 Capture pencil and light markings
- _____ 82. 3.6.4.3 Scan a minimum of 8 pages per minute for low volume applications
- _____ 83. 3.6.4.4 Scan 8.5 x 11 and 8.5 X 14 size documents
- _____ 84. 3.6.4.5 Scan maps up to 18" x 26" depending on the needs of the department. Some older maps have canvas. This requirement is to be a part of Section 3.10.11, Task 12 IS Requirements Study.
- _____ 85. 3.6.4.6 Backing; scanners should be able to feed these documents effectively. Must be able to sheet feed full range of documents including standard 8 1/2" X 11" and 8 1/2" X 14".

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APPENDIX A

TECHNICAL POINT RESPONSE

- _____ 86. 3.6.4.7 The proposed system must be capable of utilizing standard brand name laser printers.
- _____ 87. 3.6.4.8 Optical storage configuration shall include optical disk storage devices that provide the option of selecting WORM or erasable media on the same jukebox. Depending on need, there may be a requirement to migrate images from WORM to erasable to allow editing of documents on erasable media that are also recorded on WORM for unalterable storage.
- _____ 88. 3.6.4.9 Produce templates to be used to scan in document information required for indexing purposes. The proposed system should also prompt user when it is not able to recognize the information to be captured. This will reduce the effort to
- _____ 89. 3.6.4.9 manually key in information.
- _____ 90. 3.7.1 Inter-Island Communications
- _____ 91. 3.7.2 Local Area Network Requirements
- _____ 92. 3.7.3 Minicomputer and Work Station Requirements
- _____ 93. 3.8 UNIX SERVER
- _____ 94. 3.9 REMOTE ACCESS REQUIREMENTS
- _____ 95. 3.9.1 Secure Access.
- _____ 96. 3.9.2 Cost Effective.
- _____ 97. 3.9.3 Operational Impact. 400540

APPENDIX A

TECHNICAL POINT RESPONSE

- _____ 98. 3.9.4 Neighbor Island Access.
- _____ 99. 3.10 IMPLEMENTATION PLAN
- _____ 100. 3.10.1 Task 1: Implementing a basic BOC network
- _____ 101. 3.10.2 Task 2: BCIS Requirements Verification
- _____ 102. 3.10.3 Task 3: Replacement of the Regular and Land Court Systems
- _____ 103. 3.10.4 Task 4: Implementing Imaging Capability on the BOC Network
- _____ 104. 3.10.5 Task 5: Implementing Imaging Capability to BCIS
- _____ 105. 3.10.6 Task 6: Enable Remote Access to Text Data
- _____ 106. 3.10.7 Task 7: Enable Remote Access to Image Data
- _____ 107. 3.10.8 Task 8: Enable Public Access to Text Data
- _____ 108. 3.10.9 Task 9: Enable Public Access to Image Data
- _____ 109. 3.10.10 Task 10: Data Remediation
- _____ 110. 3.10.11 Task 11: GIS Requirements Study
- _____ 111. 3.10.12 Task 12: Load Back Microfilm Images
- _____ 112. 3.11 WORK PLAN

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TECHNICAL POINT RESPONSE

_____	113. 3.11.1	Task 1 Work Plan (PART 1)
_____	114. 3.11.2	Task 2 Work Plan (PART 1)
_____	115. 3.11.3	Task 3 Work Plan (PART 1)
_____	116. 3.11.4	Task 4 Work Plan (PART 1)
_____	117. 3.11.5	Task 5 Work Plan (PART 1)
_____	118. 3.11.6	Task 6 Work Plan (PART 1)
_____	119. 3.11.7	Task 7 Work Plan (PART 1)
_____	120. 3.11.8	Task 8 Work Plan (PART 1)
_____	121. 3.11.9	Task 9 Work Plan (PART 1)
_____	122. 3.11.10	Task 10 Work Plan (PART 1)
_____	123. 3.11.11	Task 11 Work Plan (PART 1)
Page 52, App H	124. 3.11.12	Task 12 Work Plan (PART 2)
Page 52	125. 3.11.13	Tasks Common to All Tasks
_____	126. 3.12	PROJECT MANAGEMENT
_____	127. 3.13	CONTRACTOR STAFFING
Page 34	128. 3.13.1	Contractor Employees

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129. 3.13.2 Subcontractor Staffing

130. 3.14.1 Floor Space Requirements.

131. 3.14.2 Weight Requirements.

132. 3.14.3 Power Requirements.

133. 3.14.4 Operational Environment.

134. 3.14.5 Additional Configuration Features.

135. 3.14.6 Quality of Equipment.

136. 3.14.7 Delivery.

137. 3.14.8 Installation.

138. 3.15 EQUIPMENT SERVICE AND SUPPORT
PERSONNEL REQUIREMENTS

139. 3.16 HARDWARE MAINTENANCE
REQUIREMENTS.

140. 3.16.1 Diagnostic Tools and Test Equipment.

141. 3.16.2 Periods of Maintenance Service.

142. 3.16.3 Preventative Maintenance.

143. 3.16.4 Remedial Maintenance.

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144. 3.16.5 Predictive Maintenance.

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TECHNICAL POINT RESPONSE

- _____ 145. 3.16.6 Replacement Parts.
- _____ 146. 3.16.7 Safety Devices.
- _____ 147. 3.16.8 Parts Availability.
- _____ 148. 3.16.9 Engineering Changes.
- _____ 149. 3.16.10 Equipment Modifications.
- _____ 150. 3.16.11 Hierarchy of Support.
- _____ 151. 3.16.12 Maintenance Reports.
- _____ 152. 3.17.1 Error Correction.
- _____ 153. 3.17.2 Updates.
- _____ 154. 3.17.3 Hotline Service.
- _____ 155. 3.17.4 Withdrawn Software.
- _____ 156. 3.17.5 Response Times.
- _____ 157. 3.18.1 Grant of License.
- _____ 158. 3.18.2 Use and Protection of Software.
- _____ 159. 3.18.3 Other Software Requirements.
- _____ 160. 3.18.4 Warranty.

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TECHNICAL POINT RESPONSE

_____	161. 3.19	TIME OF PERFORMANCE
_____	162. 3.20	ACCEPTANCE PROCEDURE
_____	163. 3.20.1	Task 1 Acceptance Test
_____	164. 3.20.2	Task 2 Acceptance Test
_____	165. 3.20.3	Task 3 Acceptance Test
_____	166. 3.20.4	Task 4 Acceptance Test
_____	167. 3.20.5	Task 5 Acceptance Test
_____	168. 3.20.6	Task 6 Acceptance Test
_____	169. 3.20.7	Task 7 Acceptance Test
_____	170. 3.20.8	Task 8 Acceptance Test
_____	171. 3.20.9	Task 9 Acceptance Test
_____	172. 3.20.10	Task 10 Acceptance Test
_____	173. 3.20.11	Task 11 Acceptance Test
_____	174. 3.20.12	Task 12 Acceptance Test
_____	175. 3.20.13	Review of Task Acceptance Tests
_____	176. 3.21	TRAINING

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TECHNICAL POINT RESPONSE

_____	177. 3.22	DELIVERABLE PRODUCTS AND SERVICES
_____	178. 3.22.1	Description of Deliverables
_____	179. 3.23	POST IMPLEMENTATION SUPPORT
Page 18	180. 3.24	MAINTENANCE OF OFFICES

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TAX CLEARANCE APPLICATION

PLEASE TYPE OR PRINT CLEARLY

1. APPLICANT INFORMATION: (PLEASE PRINT CLEARLY)

Applicant Title Guaranty of Hawaii, Inc.
Address 235 Queen Street
City/State/
Zip Code Honolulu, Hawaii 96813
DBA/
Trade Name _____

2. TAX IDENTIFICATION NUMBER(S):

HAWAII GENERAL EXCISE ID # 1 0 0 0 5 6 6 3
FEDERAL EMPLOYER ID # 9 9 - 0 1 0 5 0 3 1
SOCIAL SECURITY # _____

3. APPLICANT IS A/AN: (CHECK ONLY ONE BOX)

☐ CORPORATION ☒ S CORPORATION ☐ TAX EXEMPT ORGANIZATION
☐ INDIVIDUAL ☐ PARTNERSHIP ☐ ESTATE ☐ TRUST
☐ LIMITED LIABILITY COMPANY ☐ LIMITED LIABILITY PARTNERSHIP

4. THE TAX CLEARANCE IS REQUIRED FOR:

☒ CITY, COUNTY, OR STATE GOVERNMENT CONTRACT IN HAWAII * ☐ LIQUOR LICENSE *
☐ REAL ESTATE LICENSE ☐ CONTRACTOR LICENSE ☐ BULK SALES
☐ FINANCIAL CLOSING ☐ PROGRESS PAYMENT ☐ PERSONAL
☐ HAWAII STATE RESIDENCY ☐ FEDERAL CONTRACT ☐ LOAN
☐ SUBCONTRACT ☐ OTHER _____

* IRS APPROVAL STAMP IS FOR PURPOSES INDICATED BY ASTERISK

5. NO. OF CERTIFIED COPIES REQUESTED:

2

6. SIGNATURE:

Lois C. Kawano
PRINT NAME
[Signature]
SIGNATURE

Vice President/Assistant Treasurer
PRINT SPECIFIC TITLE: Corporate Officer, General Partner, Individual (Sole Proprietor)
5/6/99 (808) 539-7762 (808) 532-3141
DATE TELEPHONE FAX

POWER OF ATTORNEY. If submitted by someone other than a Corporate Officer, General Partner, or Individual (Sole Proprietor), a power of attorney (State of Hawaii Department of Taxation Form N848) must be submitted with this application. If a Tax Clearance is required from the Internal Revenue Service, IRS Form 8821, or IRS Form 2848 is also required. Applications submitted without proper authorization will be sent to the address of record with the taxing authority. **UNSIGNED APPLICATIONS WILL NOT BE PROCESSED.**

PLEASE TYPE OR PRINT CLEARLY — THE FRONT PAGE OF THIS APPLICATION BECOMES THE CERTIFICATE UPON APPROVAL.

SEE PAGE 2 ON REVERSE & INSTRUCTIONS. Failure to provide required information on page 2 of this application or as required in the separate instructions to this application will result in a denial of the Tax Clearance request.

FOR OFFICE USE ONLY
BUSINESS START DATE IN HAWAII IF APPLICABLE <u>10 1 04 1 60</u>
HAWAII RETURNS FILED IF APPLICABLE 19 ____ 19 ____ 19 ____
STATE APPROVAL STAMP State of Hawaii <u>[Signature]</u> APPROVED MAY 10 1999 per <u>[Signature]</u> Department of Taxation
INTERNAL REVENUE SERVICE APPROVED <u>19-08779</u> MAY 11 1999 per <u>[Signature]</u> Pacific-Northwest District
CERTIFIED COPY STAMP Pacific-Northwest District This copy is acceptable as a substitute for the original tax clearance certificate issued. <u>[Signature]</u> Internal Revenue Service

STATE OF HAWAII — DEPARTMENT OF TAXATION
TAX CLEARANCE APPLICATION
PLEASE TYPE OR PRINT CLEARLY

APPLICANT INFORMATION:

Applicant Jeffrey W. Loo
Address Po Box 22205
City/State/Zip Code Honolulu, HI 96823
DBA/
Trade Name J.W. Loo & Associates

2. TAX IDENTIFICATION NUMBER(S):

HAWAII GENERAL EXCISE ID # 1 0 2 9 0 9 5 5

FEDERAL EMPLOYER ID # _____

SOCIAL SECURITY # 5 6 3 7 2 9 0 2 5

3. APPLICANT IS A/AN: (CHECK ONLY ONE BOX)

- | | | |
|----------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------|
| <input type="checkbox"/> CORPORATION | <input type="checkbox"/> S CORPORATION | <input type="checkbox"/> TAX EXEMPT ORGANIZATION |
| <input checked="" type="checkbox"/> INDIVIDUAL | <input type="checkbox"/> PARTNERSHIP | <input type="checkbox"/> ESTATE <input type="checkbox"/> TRUST |
| <input type="checkbox"/> LIMITED LIABILITY COMPANY | <input type="checkbox"/> LIMITED LIABILITY PARTNERSHIP | |

THE TAX CLEARANCE IS REQUIRED FOR:

- | | | |
|--------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------|
| <input checked="" type="checkbox"/> CITY, COUNTY, OR STATE GOVERNMENT CONTRACT IN HAWAII * | <input type="checkbox"/> LIQUOR LICENSE * | |
| <input type="checkbox"/> REAL ESTATE LICENSE | <input type="checkbox"/> CONTRACTOR LICENSE | <input type="checkbox"/> BULK SALES |
| <input type="checkbox"/> FINANCIAL CLOSING | <input type="checkbox"/> PROGRESS PAYMENT | <input type="checkbox"/> PERSONAL |
| <input type="checkbox"/> HAWAII STATE RESIDENCY | <input type="checkbox"/> FEDERAL CONTRACT | <input type="checkbox"/> LOAN |
| <input type="checkbox"/> SUBCONTRACT | <input type="checkbox"/> OTHER _____ | |

* IRS APPROVAL STAMP IS FOR PURPOSES INDICATED BY ASTERISK

5. NO. OF CERTIFIED COPIES REQUESTED:

2

6. SIGNATURE:

JEFFREY W. LOO
PRINT NAME

Jeffrey W. Loo
SIGNATURE

PRINCIPAL
PRINT SPECIFIC TITLE: Corporate Officer, General Partner, Individual (Sole Proprietor)

DATE 5-10-99 TELEPHONE (808) 528-7176 FAX (808) 523-8543

POWER OF ATTORNEY. If submitted by someone other than a Corporate Officer, General Partner, or Individual (Sole Proprietor), a power of attorney (State of Hawaii Department of Taxation Form H-448) must be submitted with this application. If a Tax Clearance is required from the Internal Revenue Service, IRS Form 8821, or IRS Form 2848 is also required. Applications submitted without proper authorization will be sent to the address of record with the taxing authority. UNSIGNED APPLICATIONS WILL NOT BE PROCESSED.

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FOR OFFICE USE ONLY
BUSINESS START DATE IN HAWAII IF APPLICABLE <u>8/1/85</u>
HAWAII RETURNS FILED IF APPLICABLE 19____ 19____ 19____
STATE APPROVAL STAMP APPROVED MAY 14 1999 per <u>A. Shimizu</u> Department of Taxation INTERNAL REVENUE SERVICE
APPROVED 44-00377 MAY 14 1999 per <u>S. Uley</u> Pacific Northwest District
CERTIFIED COPY STAMP Pacific Northwest District This copy is acceptable as a substitute for the original tax clearance certificate issued. <u>Paul Bena</u> Internal Revenue Service

ATTACHMENT H, WORK PLAN

Per the instructions provided RFP ICS-FY-99-052, Section 3.11.12, Task 12 Work Plan, this section provides the required work plan for Task 12.

400549

5/26/99

Gantt Chart

Page 1-1

BOC Part 2 Project

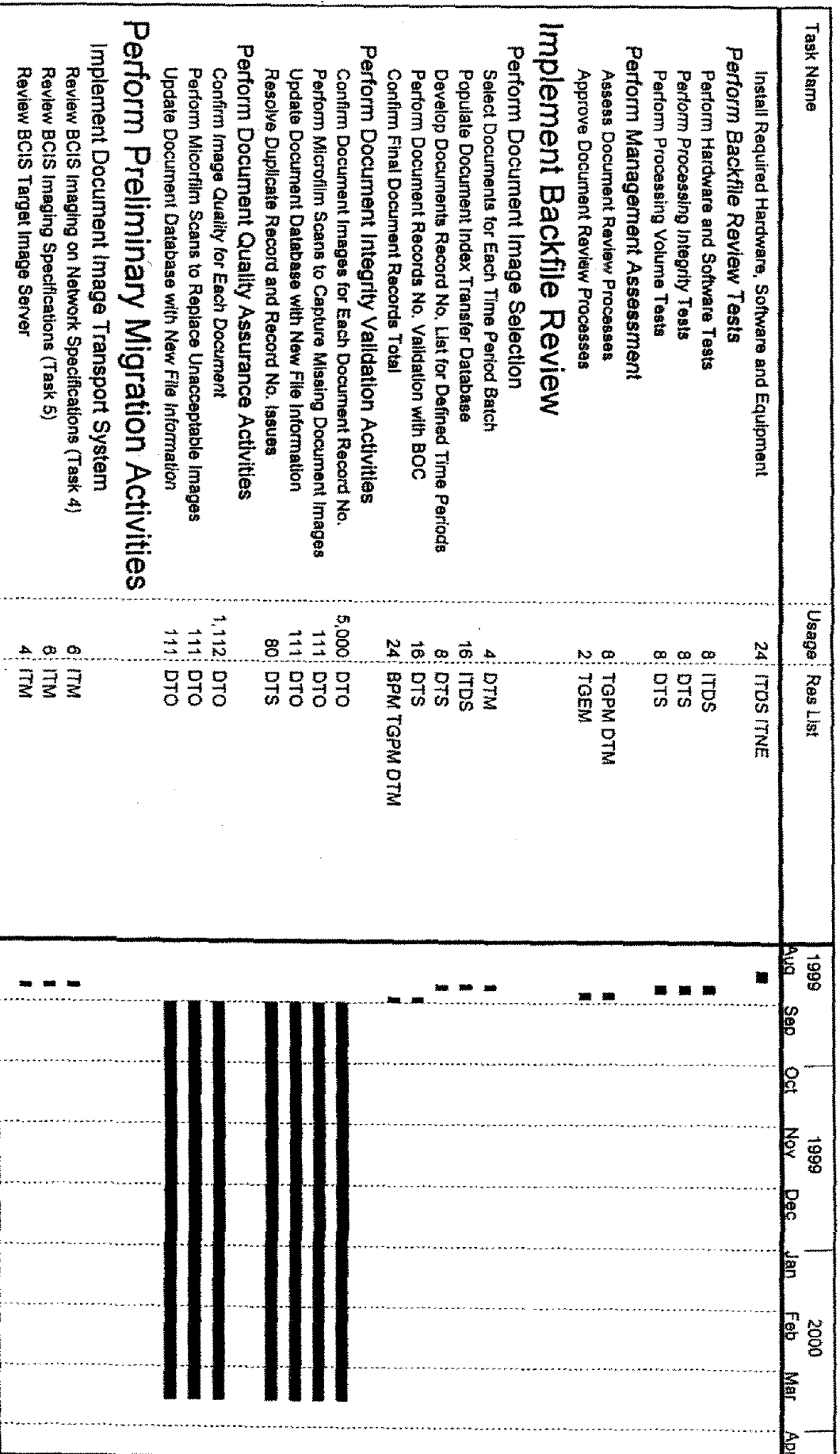
Task Name	Usage	Res List	1999		1999		2000				
			Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Perform Project Management											
Develop Approved Project Work Plan											
Review Part 1 Team Proposed Solution	8	TGEM TGPM	■								
Identify New and Modified BOC Requirements	4	TGPM	■								
Identify Scope and Implementation Issues	2	TGPM	■								
Assess Impact on Part 2 Implementation	6	TGEM TGPM	■								
Develop Detailed Project Work Plan	6	TGPM		■							
Present Detailed Project Work Plan	4	TGEM TGPM		■							
Perform Mutually Agreed Modifications	2	TGPM		■							
Negotiate Fees for Modified Activities	6	BPM TGEM TGPM		■							
Approve Final Project Work Plan	4	BPM TGEM TGPM		■							
Perform Project Management Activities											
Develop Management Reports and Processes	8	TGPM	■								
Implement Project Team Training	44	TGEM TGPM ITM ITDS ITNE DTM		■							
Monitor Progress on Deliverables	128	BPM TGEM TGPM									
Monitor and Resolve Project Issues	32	TGPM									
Perform Project Status Meetings											
Develop Project Status Reports	64	TGPM									
Attend Project Status Meetings	128	BPM TGPM									
Implement Backfile Review Preparation											
Develop Document Review Process											
Define Document Review Tasks and Procedures	12	DTM DTS		■							
Define Missing Document Scan Tasks and Procedures	12	DTM DTS		■							
Develop Document Review System Environment											
Develop Document Index Transfer Database	8	ITM ITDS		■							
Implement Document Image Transfer Repository	48	ITM ITDS ITNE		■							
Perform Workstation Preparation											
Define Document Review Workstation Requirements	12	ITM ITDS		■							
Procure Required Hardware, Software, and Supplies	6	ITDS		■							

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Gantt Chart

BOC Part 2 Project



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5/26/99

Gantt Chart

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BOC Part 2 Project

Task Name	Usage	Res List	1999		1999			2000			
			Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Coordinate Network Link Install to BOC Image Server	8:	ITNE	I								
Perform Preliminary Image Transmission Tests	8:	ITDS	I								
Perform Corrective Actions	8:	ITDS	I								
Perform Document Image Migration Planning											
Identify BOC/TG Operations Issues	16:	DTS	I								
Define Batch Transmission Protocols	8:	DTS	I								
Define Document Image Batches	16:	DTS	I								
Develop Document Image Migration Checklists	4:	DTM	I								
Perform Document Image Migration											
Implement Document Image Migration											
Select Defined Document Image Batches	16:	DTS									
Execute Image Transmission	16:	ITDS									
Perform Quality Review Checks	16:	DTS									
Perform Acceptance Tests											
Negotiate Acceptance Test Criteria	6:	BPM TGEM TGPM	I								
Monitor BOC Random Sampling Activities	32:	BPM TGPM									
Assess Identified Defects	24:	DTM									
Perform Agreed Upon Defect Resolution Activities	24:	DTO									

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Gantt Chart

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BOC Part 2 Project

Task Name	Usage	Res List	1999		1999		1999		2000		
			Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
BOC Project Manager	8.0	BPM	12	20	17	15	16	14	15	16	
TG Executive Manager	8.0	TGEM	18	7	4	4	5	4	4	5	
TG Project Leader	8.0	TGPM	58	41	37	32	35	30	32	35	
Integration Team Manager	8.0	ITM	32								
Integration Team Sys Spec	8.0	ITDS	97	8	2	2	2	2	2	2	
Integration Team Net Engr	8.0	ITNE	34								
Documents Team Manager	8.0	DTM	30	4	4	4	5	2	2	2	
Documents Team Spec	8.0	DTS	98	19	17	17	18	15	15	11	
Documents Team Operators	96.0	DTO	24	991	989	989	1,081	938	985	607	
Totals			402	1,090	1,070	1,062	1,162	1,006	1,054	678	

400553